

# CALIFORNIA STATE PERSONNEL BOARD

## SPECIFICATION

COMPUTER OPERATIONS  
Series Specification  
(Established August 6, 1969)

### SCOPE

This series specification describes five computer information technology systems operations classes used in State service. Classes in this series operate the main computer information technology systems console, multiple on-line teleprocessing systems, auxiliary consoles, and peripheral equipment on electronic information processing technology systems, perform technical analysis, and may supervise or act as a leadperson for others in the performance of computer information technology systems operating duties. The factors affecting position allocation include: the complexity, scope, and variety of work; independence of action and decision; size, operating mode, and sophistication of the information processing system; consequence of decision; and supervision exercised and received. The degree and amount of responsibility for the operations of the main console on those systems characterized by multiprocessing, variable tasks operations or responsibility for coordination of multiple on-line teleprocessing systems, and technical analysis are the basic factors.

Entry into this series is typically from outside State service or from other State classes performing duties in support of data processing information technology systems activities.

<u>Schem</u> <u>Code</u>	<u>Class</u> <u>Code</u>	<u>Class</u>
LN40	1353	Computer Operator
LN25	1560	Computer Operations Specialist I
LN20	1351	Computer Operations Supervisor I
LN15	1561	Computer Operations Specialist II
LN10	1350	Computer Operations Supervisor II

### DEFINITION OF LEVELS\*

#### COMPUTER OPERATOR

This deep class includes ranges comprising the entry, trainee, and journey person/working leadperson levels in this series. Incumbents in lower ranges of the class, under close supervision, learn to operate

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\* Additional information regarding functions performed, complexity factors, and scope of responsibility is contained in a separate document titled "Allocation Guidelines."

the less sophisticated ~~computer~~ information technology systems consoles or machine control panels; assist in the operation of the more complex ~~computer~~ information technology systems consoles or machine control panels; and in response to messages from ~~computer~~ information technology systems consoles, operate peripheral equipment such as tape units.

As training progresses, incumbents under general supervision may work with and provide general direction to a small group of computer operators engaged in the operation of an ~~electronic~~ information technology processing system. Incumbents have primary responsibility for the operation of the main console on small- to medium-sized information processing systems, and/or may perform technical duties in specialized areas.

#### COMPUTER OPERATIONS SPECIALIST I

Under general supervision, operates the main ~~computer~~ information technology systems console on more complex multiprocessing variable task information processing systems; coordinates complex, multiterminal teleprocessing systems; ~~and~~ performs complex technical duties in other related areas as assigned, such as use of utility programs, vendor coordination, scheduling functions, performing monitoring equipment maintenance tracking and procedure development, ~~and assist~~ assisting with planning and implementing new or modified telecommunications networks/systems; the installation and maintenance of computer/network hardware; developing and providing ~~computer~~ information technology systems operations training. Incumbents may act in a lead capacity over a small technical staff.

#### COMPUTER OPERATIONS SUPERVISOR I

Under direction, supervises a small- to medium-sized group of ~~computer~~ information technology systems operations staff in the operations phase of an ~~electronic-computer~~ information systems installation.

#### COMPUTER OPERATIONS SPECIALIST II

Under direction, in a large ~~electronic-computer~~ information systems installation, has primary responsibility for operating the main ~~computer~~ information systems console on the most complex multiprocessing variable task ~~computer~~ information technology systems or coordinating complex, multiterminal teleprocessing systems, and/or performing complex technical duties in other related areas as assigned, such as ~~assist~~ assisting with planning and implementing new or modified telecommunications networks/systems; ~~develop~~ developing and ~~provide-computer~~ providing information technology systems operations training; the installation and maintenance of computer/networks hardware; ~~solve~~ and solving unusually complex problems requiring high vendor/user contact.

Incumbents may act in a lead capacity over a small technical staff.

## COMPUTER OPERATIONS SUPERVISOR II

Under general direction, plans, organizes, and directs the activities of a major phase of the operations or administrative section of a large ~~electronic computer~~ information technology systems installation or performs equivalent supervisory duties.

MINIMUM QUALIFICATIONS

## ALL LEVELS:

Unless otherwise stated, experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other to meet the total experience requirement.

## COMPUTER OPERATOR

Either I

1. ~~Completion of at least 60 semester or 90 quarter units at a recognized college or university, including six semester or nine quarter units in electronic information processing or a physical science. (Completion of 45 semester units or 67 quarter units in a recognized college or university will admit applicants but they must produce evidence of completion of 60 semester units or 90 quarter units before they can be considered eligible for appointment.)~~ or

Or II

2. ~~Two years of work experience performing duties comparable to those of an Office Assistant, Range B, in the California state service and six semester units or nine quarter units of college level training in electronic information processing or a physical science.~~ or

Or III

3. ~~One year of experience performing technician duties in operation, quality control or scheduling on an electronic information processing system.~~ or

Or IV

4. ~~Successful completion of an electronic information processing systems operation curriculum given by a resident school which includes actual electronic information processing system operation experience and at least 200 hours of classroom instruction. (Partial completion of this requirement may not be combined with the other patterns to gain qualification.)~~ or
5. ~~Six months of work experience in California state service performing duties of Service Assistant (Electronic Data Processing Operations), and six semester or nine quarter units in electronic information processing or a physical science.~~ or
6. ~~Six months of experience in California state service performing the duties of an Occupational Technician (General), Range B, in an electronic information processing systems environment.~~

Either I

Two years of work experience performing duties comparable to those of an Office Assistant (Range B) in the California state service and at least three semester units or four quarter units from a recognized college or university in information technology-related coursework.

Or II

One year of experience performing technician duties in operation, quality control, or scheduling on an information technology system.

Or III

Twelve semester units or eighteen quarter units from a recognized college or university in information technology-related coursework or equivalent academic training provided from an accredited institution recognized by the Accrediting Council for Independent Colleges and Schools (ACICS) or the Accrediting Commission of Career Schools and Colleges of Technology (ACCSCT). The ACICS or ACCSCT must cite the institution as being accredited for the relevant program being considered for qualification. (Partial completion of the requirement may not be combined with the other patterns to meet minimum qualifications.)

~~COMPUTER OPERATIONS SPECIALIST I AND ABOVE~~

~~Experience in California state service applied toward "Pattern II" must include at least one year of qualifying experience performing the duties of a class comparable to those described in the promotional pattern.~~

COMPUTER OPERATIONS SPECIALIST I  
COMPUTER OPERATIONS SUPERVISOR I

Either I

One year of experience in the California state service performing the duties comparable to those of a Computer Operator, (Range C).

Or II

~~Three years~~ Eighteen months of experience performing the full range of duties in operating an electronic information processing technology system or operating a main console in a multiprocessing, variable task information processing technology system. At least one year of this experience must include primary responsibility for the operation of the main console on information processing systems.

Or III

Education: ~~Either~~

1. Completion of at least 60 semester or 90 quarter units at a recognized college or university, of which 12 semester or 18 quarter units are comprised of information technology related coursework. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.) or
2. ~~Successful completion of an electronic information processing systems operation or programming curriculum given by a resident school which includes actual electronic information processing system operation experience and at least 200 hours of classroom~~

~~instruction. (Partial completion of this requirement may not be combined with other patterns to gain qualification.) Equivalent academic training provided from an accredited institution recognized by the Accrediting Council for Independent Colleges and Schools (ACICS) or the Accrediting Commission of Career Schools and Colleges of Technology (ACCSCT). The ACICS or ACCSCT must cite the institution as being accredited for the relevant program being considered for qualification. (Partial completion of the requirement may not be combined with the other patterns to meet minimum qualifications.)~~

#### ~~COMPUTER OPERATIONS SUPERVISOR I~~

##### ~~Either I~~

~~One year of experience in the California state service performing duties comparable to those of a Computer Operator, Range C.~~

##### ~~Or II~~

~~Three years of experience operating an electronic information processing system or operating a main console in a multiprocessing, variable task information processing system, at least one year of which must have been in a supervisory capacity. and~~

~~Education: Same as Computer Operations Specialist I.~~

#### ~~COMPUTER OPERATIONS SPECIALIST II~~ ~~COMPUTER OPERATIONS SUPERVISOR II~~

##### ~~Either I~~

~~One year of experience in the California state service performing duties comparable to those of a Computer Operations Specialist I or Computer Operations Supervisor I.~~

##### ~~Or II~~

~~Four Two years of experience performing the full range of duties in operating an electronic information processing technology system or operating a main console in a multiprocessing, variable task information processing technology system. At least one year of this experience must include operation of the main information technology systems console on more complex multiprocessing variable task information processing systems; coordination of complex, multiterminal teleprocessing systems; performing monitoring equipment maintenance tracking and procedure development; assisting with planning and implementing new or modified telecommunications networks/systems; the installation and maintenance of computer/network hardware; and developing and providing information technology systems operations training. and~~

~~Education: Same as Computer Operations Specialist I.~~

~~COMPUTER OPERATIONS SUPERVISOR II~~

Either I

~~One year of experience in the California state service performing duties comparable to those of a Computer Operations Supervisor I or Computer Operations Specialist I.~~

Or II

~~Four years of experience operating an electronic information processing system or operating a main console in a multiprocessing, variable task information processing system, at least two years of which must have been in a supervisory capacity. and~~

Education: ~~Same as Computer Operations Specialist I.~~

KNOWLEDGE AND ABILITIES

ALL LEVELS:

Knowledge of: Principles, capabilities, and operation of ~~electronic~~ information ~~processing~~ technology systems and related peripheral equipment.

Ability to: Recognize and work out solutions for operational problems; ~~speak and write~~ communicate effectively; analyze data; work cooperatively with others and gain their respect and confidence; perform arithmetical computations.

COMPUTER OPERATIONS SPECIALIST I  
COMPUTER OPERATIONS SPECIALIST II

Knowledge of: In addition to the above, ~~electronic~~ information ~~processing~~ technology systems hardware and operating techniques; basic concepts of operating systems; modern office procedures and equipment; methods of devising standard machine and operator production rates.

Ability to: In addition to the above, react promptly and appropriately to unique situations; maximize information ~~processing~~ technology system operating efficiency; ~~and~~ develop forms and procedures.

COMPUTER OPERATIONS SUPERVISOR I

Knowledge of: ~~Electronic~~ All of the above, and information ~~processing~~ technology systems operations procedures and equipment; methods of devising operator production rates; principles of effective supervision and training; the department's ~~Affirmative Action Program~~ Equal Employment Opportunity objectives; a manager's role in the ~~Affirmative Action Program~~ Equal Employment Opportunity and the processes available to meet ~~affirmative action~~ equal employment objectives.

Ability to: All of the above, and plan, organize, and direct the operation of a small- to medium-sized electronic an information processing technology system; supervise the work of technical and clerical assistants; effectively contribute to the department's ~~affirmative action~~ equal employment objectives.

## COMPUTER OPERATIONS SUPERVISOR II

Knowledge of: All of the above, and principles of organization and personnel management.

Ability to: All of the above, and supervise the work of technical and clerical assistants in a complex ~~electronic~~ information ~~processing~~ technology system.

SPECIAL PERSONAL CHARACTERISTICS

## ALL LEVELS:

Frequently assignments require work on rotation shifts, holidays, odd shifts, and overtime including evenings, nights, and weekends.

CLASS HISTORY

<u>Class</u>	<u>Date Established</u>	<u>Date Revised</u>	<u>Title Changed</u>
Computer Operator	6/3/65	6/12/89	--
Computer Operations Specialist I	3/20/84	6/12/89	--
Computer Operations Supervisor I	6/3/65	6/12/89	--
Computer Operations Specialist II	3/20/84	6/12/89	--
Computer Operations Supervisor II	6/3/65	6/12/89	--